

News Release

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FOR IMMEDIATE RELEASE

Pepco Urges Customers to Act Now to Establish Payment Arrangements, Secure Energy Assistance

Company can do more for customers when they call to discuss their account balances

WASHINGTON, D.C. (September 1, 2020) – Pepco is urging customers who may have been financially impacted by the COVID-19 pandemic to contact the company now to establish payment arrangements and get connected to customer assistance programs that can help get their accounts up to date. Pepco recognizes the financial challenges some customers are facing as a result of the pandemic and will continue its practice of working with each customer individually to help with the continuation of their electric service. Service disconnections, which were suspended in March, are always a last resort and many times, can be avoided if customers contact us to establish payment arrangement and to discuss additional options. While the company is not currently disconnecting service, it is essential that customers contact us now to take the steps necessary to manage their energy bill.

Pepco has expanded billing and payment options to include eliminating down payment/security deposit requirements, extending payment periods for balances and connecting more customers with energy assistance funds. During this time, Pepco has also been reaching out continually to customers who have fallen behind on their payments, as well as customers who may be eligible for energy assistance, through phone calls, letters, emails, social media, and targeted advertising.

The most important step that residential customers who are past due on their Pepco Power bill can take is to contact the company at 202-833-7500 or [pepco.com/help](https://www.pepco.com/help) as soon as possible. Customers should never wait until they are in crisis to contact us. Customers must contact us now!

Pepco Customer Care will work with customers who may have difficulty paying their energy bill. The company offers payment options, like [Budget Billing](#), which averages payments over a 12-month period to help customers manage their monthly energy bill, or flexible payment arrangements that offer individually tailored payment installment plans. Contact Pepco at 202-833-7500 to review payment options.

Energy assistance also is available for limited-income customers. In Maryland, Pepco customers can apply for energy assistance through the Maryland Department of Human Services by calling the [Office of Home Energy Programs](#) at 800-332-6347. Pepco customers can apply for energy assistance online through the [Department of Energy and the Environment](#). Assistance also is available through [The Greater Washington Urban League](#). Customers who have the ability to do

so, can provide support for those in need by contributing to the Good Neighbor Energy Fund or through the Gift of Energy program. Learn how at pepco.com/help.

As part of our comprehensive response to the pandemic, Pepco has made the following contributions of shareholder dollars to support our customers through this crisis:

- \$825,000 in support to the region, including directly to the United Way of the National Capital Area and a relief fund established by the Restaurant Association of Metropolitan Washington.
- Pepco also donated \$200,000 in grants to local community colleges to support students with gap funding attending Prince George's and Montgomery County community colleges and the University of the District of Columbia.
- Our employees raised an additional \$87,000 through an effort launched by its Employee Resource Groups and supported through a company and executive match support. These funds provided additional support to organizations across our footprint.

Avoid Potential Scams Threatening Disconnection:

All customers should be wary of potential scams threatening disconnection. It is not uncommon for scammers to call, text, or email utility customers asking for immediate payment to avoid service disconnection. As a reminder:

- Utility representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card to avoid disconnection.
- Customers can make payments to Pepco online, by phone, automatic bank withdrawal, or mail.
- Customers with a past due balance will receive multiple shut off notifications – never a single notification one hour before disconnection.
- If a customer ever questions the legitimacy of the call, hang up and call Pepco at 202-833-7500.
- Pepco already has your account information and past bills. Do not give this information out.

Any customer who believes he or she has been a target of a scam is urged to contact their local police and call Pepco immediately at 202-833-7500 to report the situation.

Readers are encouraged to visit visit [The Source](https://www.pepco.com/newsroom), Pepco's online newsroom. For more information about Pepco, visit pepco.com. Follow us on Facebook at facebook.com/pepcoconnect and on Twitter at twitter.com/pepcoconnect. Our mobile app is available at pepco.com/mobileapp.

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Pepco is a unit of Exelon Corporation (Nasdaq: EXC), the nation's leading energy provider, with approximately 10 million customers. Pepco provides safe and reliable energy service to approximately 894,000 customers in the District of Columbia and Maryland.